RESEARCH IN KNOWLEDGE MANAGEMENT: A LITERATURE REVIEW

Dr.V.Kumaravel
Professor/Director Vivekanandha Business School for women, Tiruchengode

Dr.P.Vikkraman
Associate Professor, Department of Management Studies, Anna University Regional Center, Coimbatore

Introduction

Knowledge Management (KM) refers to a range of practices and techniques used by organizations to identify, represent and distribute knowledge, know-how, expertise, intellectual capital and other forms of knowledge for leverage, reuse and transfer of knowledge and learning across the organization. It suffices crucial issues on organizational adaptation, survival, and competence threatened by unpredictable environmental change. Knowledge management is a key concept in today's business world. Evidence of this fact is apparent if one only peruses the current business, management, and organization literature. On the surface, it looks as if knowledge management just appeared toward the end of the 1990's. Knowledge Management is one of the hottest topics today in both the industry world and information research world. In our daily life, we deal with huge amount of data and information. Data and information is not knowledge until we know how to dig the value out of it. This is the reason we need knowledge management. Unfortunately, there's no universal definition of knowledge management, just as there's no agreement as to what constitutes knowledge in the first place. We chose the following definition for knowledge management for its simplicity and broad context.

Literature Review on Knowledge Management

Arcdichvili page and Wenting (2002) in their paper "Managing knowledge sharing" had reviewed that as the world moved from an individual society, the notion of "Knowledge is power" changed to one of knowledge sharing is power in higher education institutions. The study includes sharing knowledge, discussing certain topics, solving problems, learning and general interaction. The study explores how participants in a CoP experience knowledge sharing at a higher education institution and these factors that influences or promote the sharing of knowledge in a CoP. The study found that the document e field of information which has yet not been explored at Universities and could contribute the sharing of knowledge ina communities of practice. He study suggested that thought management had initiated the portal for the department, its Aim was merely to improve communication among staff members, the staff want a step further and used the portal for many other purposes, which are in line with an active CoP. The study concluded that CoPs can be an important vehicle for breaking through each of these Barriers and enabling knowledge to flow more effectively within the higher education institutions.

Fahimeh Babalhavaeji and Zahra Ja farzadeh Kermani (2011) in their article "Knowledge sharing behavior influences" had discussed that a case of library and

information science faculties in Iran. The data were collected through survey Questionnaire returned by 93 full-time LIS teaching staff in governmental and private universities in Iran.. The study showed that among demographic variables a significant difference was found between knowledge sharing behavior of LIS educators with different teaching experiences. The study further showed that observed no significant difference between knowledge sharing behaviors' of LIS faculties working in governmental universities and those working in a Islamic Azad universities. The study suggested that the researchers also found a significant relationship between attitude of educators towards knowledge sharing and their intention to share knowledge. The study concluded that intention and intrinsic motivation influences knowledge sharing behavior of LIS educators.

Dr.JC Henning (2008) in his pare "Collaboration and sharing of knowledge" had discussed that the Role of Consortia. The study argues that library consortia can play a role in collaboration and in sharing information as well as sharing knowledge. The study found that academic libraries and their services are an integral part of teaching and learning, they form a partnership with faculty, researchers, publishers, students and funding agencies but librarians and libraries are known for their willingness to share resources and knowledge. The study further found that the technology also enhances and facilitates collaboration. The study suggested that not only because of the use of a shared library system but also because of existing collaboration on resources and services and the sharing of experience and knowledge with colleagues. The study concluded that it is important to note opportunities for colleagues to share knowledge at meetings, training sessions, site visits and information sessions.

Walter omona and Theo van der weide (2010) in their article "knowledge management in higher education" had discussed that a conceptual framework and research agenda of using ICT to enhance knowledge management in higher education. The study focused that the urgent need to come out with new methods, tools and techniques in the development of knowledge management systems framework, knowledge processes and knowledge technologies to promote effective management of knowledge for service deliveries in higher education. The study found that addressing the challenges call for a new conceptual framework and expanded research agenda to ensure success in the utilization of ICT in KM. The study suggested that the framework highlights the relationships and interplay between higher education process, knowledge enabling ICT, KM processes, and KM outcomes as constituting the key elements of the framework and points out essential issues and requirements for developing the framework. The study concluded that the paper is based on synthesis of several pieces of extant research and therefore still requires empirical evaluation an testing, it is hoped that the ideas, conceptual approach, discassion and research issues set forth in this paper represent a work by KM researchers.

Ming –Yo Cheng, Jessica Sze- Yin Ho & Pei Mey lau (2008) in their paper " knowledge sharing in academic institutions" had examined about the recent developments

have witnessed the emergence of a new economy where knowledge has become a valuable resource and asset in multimedia university Malaysia. The study found that dynamism of the new economy requires us to not only quickly create knowledge but also to acquire and apply knowledge quickly. The study further found that knowledge sharing behavior among academics in a private university in Malaysia, the factors affecting the willingness to share knowledge, broadly classified, as organizational, individual and technology factors are examined. The study suggested that incentive systems and personal exception are the two key factors in driving academics to engage in knowledge sharing activity. The study concluded that "forced" participation is not an effective policy in cultivating sharing behavior among academics.

Hai Zhuge (2004) in his article " A Knowledge flow model for peer- to – peer team knowledge sharing and management" had reviewed that to realize effective knowledge sharing in teamwork and proposes a knowledge flow model for peer-to-peer knowledge sharing management in corporative teams. He stated that the model consists of the concepts, rules and methods about the knowledge flow, the knowledge flow process model and the knowledge flow engine. He found that the representation of knowledge flow should have five features like, information accumulation, classification, abstraction, and analogy version management. He suggested that to provide an integrated approach to model teamwork process. He concluded that the proposed model enables a team to stabilize its knowledge level in case of changing team members.

S.A Hasan, A K Pal, S C Dhawan and Rajesh Luthra in their article " knowledge sharing" had discussed about the role of Indian educational and R&D institutions in new delhi. The study stated that the financial support has been provided to Indian institutions including universities, R&D institutions, institutions of national importance and colleges by(HRDG) of CSIR to promote interaction and knowledge sharing through organization of conferences. The study found that during 2003-04 to 2005-06 universities organized maximum conferences(593, 40.4%), followed by R&D institutions(364,24.8%), colleges(264,18.0%), scientific societies(127, 8.6%) and institutions of national importance(121, 8.2%). The study suggested that the pattern of financial support, role of educational and R&D institutions in promoting international interactions with knowledge sharing. The study concluded that institutions of national importance and deemed universities played a proactive role in promoting knowledge sharing in engineering sciences, central and state universities, R&D institutions, colleges and scientific societies in life sciences.15 Siranjuddin Suhaimee, Ahmad Zaki Abu Baskar and Rose Alinda Alioas (2006) in their article " knowledge sharing culture" had reviewed about the community of practice in Malaysian public institution of higher education. The study stated that in order to develop a skilled and knowledge based public sector, one of the recommendations in developing HR's in the knowledge based economy master plan is to develop and implement knowledge management system in Malaysian government agency including Malaysian PIHE.

The study based on the questionnaire distributed to all 17 IT managers in Malaysian PIHE. The study found that the existence of knowledge culture in Malaysian PIHE still very low. The study concluded that a proposal on how to motivate the knowledge sharing culture and to achieve a successful knowledge system practice in Malaysian public institutions of higher education.

Arumugam Rathinavelu in his paper " design of knowledge management system" had reviewed about the study on higher education in an educational institution. He stated that an educationist adopt new technologies to fulfill the various requirements of the learners. He found that the serious concern is one of the improving the quality of teaching- learning process to retain teachers in the colleges and to produce students who are employable. He further found that the recent development in information and communication (ICT) helps faculty to create and share high-quality multimedia contents through wed based knowledge sharing system. He suggested that there is necessity for higher educational institutions to take initiatives to share knowledge and experiences as resource material among teaching faculties and students. He concluded that the need and demand for using information and communication techniques (ICT) to develop a knowledge share tool to improve effective teaching- learning process effectively.

Sanjay Gupta Vasundhan Kumar and Anu Kampa Negi(2008) in their article " knowledge management" had reviewed about the academic institutions and role of knowledge managers in Longowal. The huge data were collected in the database systems. The study stated that the rapid advancements in the means of communication has changed the way of handling, storing and disseminating the information. The study found that the information managers have to play a significant role in managing internal as well as external resources so that the scholars ,researchers and faculty of an academic institutions can make optimum use of ithe available data resources to carry out their research work. The study found the importance of managing yhre knowledge has been recognized from the day of evolution of mankind .The study concluded that knowledge management is a powerful tool for promoting innovation, realizing and reengineering the various aspects of day to day activities of an organization. The knowledge growing very fast pace in each and every aspect of life and it is very difficult for the professionals to disseminate the available information to the deserving person without using the emerging techniques.

Ozdem Nurluoz, Cem Birol(2011) in their article "The impact of knowledge management and technology" had discussed about an analysis of administrative behaviors in an organization and education institutions. They stated that knowledge management is crucial in higher education practices that refer knowledge sharing, feedback and communication process as part of the quality improvements. They aimed to examine the perceptions of 199 academicians from different higher education institutions towards administrative behaviors regarding reasoned action theory framework. They found that knowledge is characterized as creating and constructing knowledge regarding the productive influence of shared, agreed perceptions which core members involve and valuable perceptions are taken into account in continuous quality improvements. They suggested that in higher education practices, knowledge management becomes a significant part of the quality improvement that leads collaborative effort of the

professionals to share knowledge, construct knowledge in order to improve the efficiency for better working practice. They concluded that potential influence to reveal the perception, intention and human factor in knowledge management, although the technology factor stays partial in this study that needs to be investigated in a larger spectrum. Mohamad Noorman Masrek, Sitiarpah Noordin and Norizan(2011) in their article "The relationship between cultural identity and individual behavior" had reviewed about the knowledge sharing of university students in Malaysia. The primary data were collected from 100 respondents in a university setting. The study investigated between the knowledge sharing behavior and cultural identity. The study found that there are four cultural identities, namely horizontal individualism, vertical individualism, horizontal collectivism and vertical collectivism. The study further found that both individualism and collectivism behaviors are significantly correlated with the knowledge sharing behavior. The study suggested that vertical collectivism is more dominant amongst research respondents. The study concluded that both individualism and collectivism are driving forces behind the student's perceptions on knowledge sharing behavior.

Fahimeh Babalhavaeji and Zahra Jafarzadeh Kermani(2011) in their article "influences of knowledge sharing behaviors" had examined about the library and information science faculties in Iran. The primary data were collected through survey questionnaire returned by 93 full time LIS teaching staff in governmental and private universities in Iran. The study stated that the dynamism of a new economy requires information professionals to not only quickly create knowledge but also to acquire and apply knowledge through knowledge sharing. The study focused that to determine the factors that influence knowledge sharing amongst library and information science (LIS) faculties which refer to attitude , intention and intrinsic motivation That study found that significant difference b/w knowledge sharing behavior of LIS educators with different teaching experiences ,but observed no significant difference knowledge sharing behavior of LIS faculties working governmental universities and those working in Islamic Azad universities .The study suggested that attitude of educators towards knowledge sharing and their intention to share knowledge. That study concluded that intention and intrinsic motivation influence the knowledge sharing behavior of LIS educators in Iran.

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